T Level Technical Qualification in Digital Support Services

Employer set project (ESP)

Core skills

Cyber Security

Project brief – Task 2

v2.0: Specimen assessment materials
30 April 2025
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Core skills

Project brief

Technical threats and security measures

Contents

Student instructions

- read the project brief carefully before starting your work
- you must work independently and make your own decisions as to how to approach the tasks within the employer set project (ESP)
- you must clearly name and date all of the work that you produce during each supervised session
- you must hand over all of your work to your tutor at the end of each supervised session
- you must not work on the assessment in between supervised sessions

Student information

- the ESP will assess your knowledge, understanding and skills from across the core content of the qualification
- in order to achieve a grade for the core component, you must attempt both of the external examinations and the ESP
- the combined marks from these assessments will be aggregated to form the overall core component grade (A* to E and U) – if you do not attempt one of the assessments, or fail to reach the minimum standard across all assessments, you will receive a U grade
- the maximum time you will have to complete all tasks for the ESP is 12 hours 10 minutes:
    - your tutor will explain how this time is broken down per task and will confirm with you if individual tasks need to be completed across multiple sessions
    - at the end of each supervised session, your tutor will collect all ESP assessment materials before you leave the room
    - you must not take any assessment material outside of the room (for example, via a physical memory device)
    - you must not upload any work produced to any platform that will allow you to access materials outside of the supervised sessions (including email)
- you can fail to achieve marks if you do not fully meet the requirements of the task, or equally if you are not able to efficiently meet the requirements of the task
- the project is assessed out of a total of 76 marks (this includes 2 marks for your use of mathematics in task 3, and 4 marks for your use of English throughout tasks 2, 3 and 4) – the individual task marks are also shown throughout the project brief booklet at the start of each task

Plagiarism

Plagiarism may result in the external assessment task being awarded a U grade.

Presentation of work

- all of your work should be completed electronically using black font, Arial size 12pt unless otherwise specified
- any work not produced electronically must be agreed with your tutor, in which case the evidence you produce should be scanned and submitted as an electronic piece of evidence
- all your work should be clearly labelled with the relevant task number and your student details and be legible (for example, front page and headers)
- electronic files should be named using the following format – Surname_Initial_student number_evidence reference (for example, Smith_J_123456789_Task1) – for identification purposes; where evidence reference is shown, this should be replaced with the task number that the work reflects and saved as a .pdf format
- all pages of your work should be numbered in the format page X of Y, where X is the page number and Y is the total number of pages
- you must complete and sign the external assessment cover sheet (EACS) – declaration of authenticity form – and include it at the front of your assessment task evidence
- you must submit your evidence to the supervisor at the end of each session

Scenario

You are working as an infrastructure technician for Willow Technology.

The company has recently expanded at a rapid rate. As a result, the company has grown its staff from 25 to 50 and plans to continue expanding as their long-term aim is to have a workforce of around 200.

Some of its staff members work remotely, while the others are based in the single office unit that Willow Technology owns. Due to the nature of the business, staff require frequent access to shared files on the local area network (LAN).

As an infrastructure technician, you were required to implement a new company security system to prevent data loss and attacks. After you implemented a new firewall on your corporate network, a co-worker came to you and asked why they can no longer connect remotely to download files from the workplace. Additionally, some users have encountered problems connecting to the network during normal working hours (9am to 5pm).

Brief

As part of your role as an infrastructure technician, you are involved in a large security management project but have also been asked to support members of staff who require network support. Firstly, you should identify the cause of the problems raised by remote users and help them to resolve this.

Task 2: 2 hours 10 minutes

You must read the information on all pages provided for this task before starting your response.

(12 marks)

Scenario

Now the connectivity problems have been resolved, your line manager has asked you to investigate a ransomware attack on the company's main server. The company's main server has been hacked and several files have been stolen and encrypted, depriving any access to the company resources. An amount of £1.5 million is being demanded to decrypt these files or they would be made public.

Employees received an email from corporate IT asking them to click a button to find out more information about updates regarding a new payment bonus scheme. The email looked real; however, a fake email address was used – support@willowtech.com instead of internalsupport@willowtechnology.com. When an employee clicked on the link in the email, ransomware was installed onto the company network.

The company will be employing a cyber security analyst to finally resolve any security issues, but has asked you to initially find out as much information as possible to support them with resolving anything identified. They have recommended that you arrange a meeting with the operations and IT manager to discuss this further. You need to gather information that will help you to understand the source of the attack and the method used, and make recommendations to prevent future attacks. Alongside this, you will need to discuss the security awareness of the workers.

Before the meeting, you need to prepare some questions that will help you gather the appropriate information in the meeting.

After your meeting, you must update your line manager (technical audience) and the human resources (HR) director (non-technical audience) with your findings.

Instructions for students

The meeting with the operations and IT manager will be a recorded, simulated interview. Your tutor will play the role of the operations and IT manager. The interview will last no longer than 10 minutes (6 marks).

The total time for the task is 2 hours 10 minutes which will be broken down as follows.

You will be allocated 1 hour to prepare your questions.

You should prepare a list of key questions you want to ask to gather information from the operations and IT manager prior to your meeting with them.

You will be allocated 10 minutes to conduct your meeting.

After your interview with the operations and IT manager, you need to write an email to your own line manager and the HR director with your findings (6 marks). You have the remaining 1 hour to complete both emails.

You should write a technical email to your line manager (linemanager@willowtechnology.com) to:

- outline any questions and responses you have used or gathered
- summarise the key issues you identified

You should write a non-technical email to the HR director (HRdirector@willowtechnology.com) to:

- include an overview of the issues that have been identified – the HR director should be able to include this information in the company's future planning

Evidence required for submission to NCFE

- audio recording of your interview with the operations and IT manager (saved as an appropriate audio file – for example, MP3)
- technical email to your line manager detailing questions asked, responses and summary of issues that have been identified (on email template document) in .pdf format
- non-technical email to the HR director with an overview of the issues that have been identified (on email template document) in .pdf format
- all completed work must be submitted at the end of this task

Please ensure all files are clearly named as follows:

- Surname_Initial_student number_evidence reference (for example, Smith_J_123456789_Task2)

Additional guidance

This task will also assess your English skills.

You will have access to a word processing application or other suitable software to enable you to complete this task.

Use the email template provided (see below) to construct your emails; do not use your own email account.

Access to the internet is permitted.

Access to any online cloud storage is not permitted.

Use of online chat or emails is not permitted.

Access to previous class notes/teaching materials is not permitted.

Document information

The T Level Technical Qualification is a qualification approved and managed by the Institute for Apprenticeships and Technical Education.

NCFE is authorised by the Institute for Apprenticeships and Technical Education to develop and deliver this Technical Qualification.

Owner: Head of Assessment Solutions.

Change History Record

Version	Description of change	Approval	Date of Issue
v1.0	Post approval, updated for publication		01 June 2023
v1.1	Sample added as a watermark	November 2023	16 November 2023
v2.0	Overall scenario and Brief update Branding and document information updated	November 2024	30 April 2025